

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

JANUARY 2005

Cake, Giant Birthday Card Help DLEG Celebrate One Year



The birthday cake sported a Peanuts theme to match the birthday card.



Maura Campbell, director of the Office of Media & Public Relations, and Director Hollister open the birthday card to reveal the pop-out cake, six balloons denoting some of DLEG's accomplishments over the past year, and a happy governor, director and Snoopy.

A **THREE-FOOT TALL BIRTHDAY** card featuring Peanuts characters and a pop-out cake helped the Department of Labor & Economic Growth celebrate its first birthday last month. The card, designed by DLEG Graphic Artist Jim Kremer, was presented as a surprise to Director David C. Hollister at the Dec. 20 Leadership Council meeting in Lansing.

A real cake, carrying the same Peanuts theme, was also part of the celebratory break taken by council members. The Leadership Council, which consists of the administrators of each agency and bureau in the department, meets monthly regarding DLEG's strategic initiatives and "Four Roads" of the Governor that pertain to the department — entrepreneurship, retaining and growing jobs, urban revitalization, and workforce development.



The front of the giant birthday card has Lucey as Gov. Jennifer M. Granholm asking Charlie Brown, aka Lansing Mayor David C. Hollister, to take the helm of a new department.

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Department of Labor & Economic
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alternate formats on request.



A Message from the Director

As you just read on the previous page, our department celebrated its first birthday last month with a bit of fun and fanfare. I want you to know that I am immensely pleased and gratified at how well you, our DLEG employees, joined together as a united team to accomplish so much in our first year to move our state forward economically as well as to make a difference in the lives of individual citizens.

Working together, and with our external partners, we:

- Launched the successful Cool Cities Initiative;
- Established three new venture capital funds;
- Created 13 Regional Skills Alliances and the new Council on Labor & Economic Growth to help us reshape Michigan's workforce;
- Lowered workers' compensation insurance rates for many employers;
- Implemented Land Use Leadership Council recommendations;
- Lured 17 companies to move their headquarters to Michigan or expand their automotive research and development operations; and
- Developed Michigan's automotive strategy as a complement to last year's successful Manufacturing Summit.

We also began the important work of re-branding Michigan. We cannot let others continue to define our state as a rust belt. Rather, we can spread the word that Michigan is a state of innovation and a viable player in the global 21st century economy.

Of particular significance, Lt. Gov. John Cherry released last month the groundbreaking report from the Commission on Higher Education and Economic Growth. I was a part of this hard-working group that spent six months studying the link between postsecondary education and economic growth in Michigan. The report offers a "road map" for fundamental change and a stronger economic future for Michigan. The full report can be found at <http://www.cherrycommission.org/>.

Also, the link http://www.michigan.gov/documents/04_Year-end_Accomplishments_111103_7.pdf provides a listing of the Governor's year-end accomplishments. I take great pride in the fact that many of these successes are our successes — work we accomplished together and with our valued external partners.

As we embark on 2005, our second year as DLEG, I thank each and every one of you from the bottom of my heart for your contributions — not only to the growth and quality of life of our state, but also to the teamwork and quality of our department.

On a sad closing note, I would like to express my heartfelt condolences to the families and friends of three students at the Michigan Career & Technical Institute who died in a tragic automobile accident on Sunday, Dec. 5. Glen Lloyd of Muskegon, enrolled in Office Automation; Noel Gelfund of South Lyon, enrolled in Step-Up; and Kelly Vargo of Redford, enrolled in the Culinary Arts program, died in a single-car accident in Barry County while they were returning to campus with three other friends following a pizza outing. We will keep Glen, Noel and Kelly in our thoughts and prayers.

Sincerely,

David C. Hollister

Brenda Njiwaji Named Workforce Programs Director

Brenda C. Njiwaji, who has served as interim director of DLEG's Workforce Programs since January 2004, has been named by Director David C. Hollister to head the newly organized bureau.

"A skilled workforce is vital to our efforts to give Michigan's businesses and our economy the competitive edge we need to compete in the global 21st century economy," he said. "Brenda will be a key player on our team as we realign state resources and efforts to better serve businesses and individual workers."

Brenda joined state government in 1980 as a labor market analysis manager with the former Michigan Employment Security Commission in Detroit. She was promoted to director of the Office of Labor Market Information in November 1997, then to interim director of Workforce Programs under the new Department of Labor & Economic Growth one year ago. She is an economics graduate of the University of Michigan.

The Bureau of Workforce Programs oversees Michigan's workforce development activities. These programs provide assistance to Michigan's employers and to individuals. Services include providing training for those currently in the workforce, assisting unemployed persons through training and job search support, and providing rapid response assistance to communities and residents during plant closings and large layoffs. Workforce Programs has policy, administrative and management oversight responsibilities for 20 workforce development program areas, with 234 staff and an annual budget of \$310 million. It is the primary administrator of the federal Workforce Investment Act.

A major area of focus for the bureau is providing program-policy guidance and technical assistance to 25 local Workforce Development Boards that are responsible for program service delivery at 100 Michigan Works! Service Centers throughout the state. These local service centers assist thousands of Michigan workers annually.



Brenda Njiwaji

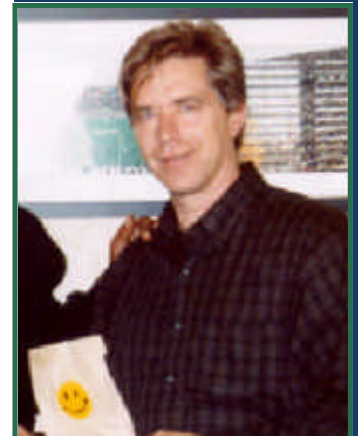
Wage & Hour Investigator Now Available in Upper Peninsula

Gordon Heinonen is helping to make the Wage & Hour Division more accessible to the public by serving as a program investigator in the Upper Peninsula.

Gordon is available to help with wage and hour questions and issues and will have office hours by appointment in Baraga, Escanaba, Marquette and Sault Ste. Marie. Appointments can be made by calling (906) 482-3602 weekdays between 8 a.m. and 5 p.m.

In addition to stationing Gordon in the Upper Peninsula, the Wage & Hour Division has begun offering walk-in services at its newly opened office in Livonia and at its headquarters in Lansing.

Program investigators enforce state wage and hour laws and look into potential violations. Some of the more common issues Wage & Hour investigators examine include workers being underpaid or not receiving a paycheck and potential violations of the state's prevailing wage.



Gordon Heinonen

Marian Kleinfelt Leaves State Service After 44 Years!

Marian Kleinfelt, office supervisor in the Insurance Section, Market Conduct Division, Office of Financial & Insurance Services (OFIS), retired December 31 after 44 years of state service. She began working in the Department of Insurance and followed the program through all of its changes to the current OFIS. The Insurance Section is responsible for conduct examination and investigation, licensing and enforcement of insurance entities as required by the Michigan Insurance Code. **At right, OFIS Commissioner Linda A. Watters (left) congratulates Marian on her many years of service.**



People on the Move



Joe Swanson

Congratulations to **Joseph Swanson**, manager of the Michigan Rehabilitation Services (MRS) Mid-Michigan District, who has been named director of Division III, which encompasses the MRS districts of Ann Arbor, Lansing, Macomb, Mid-Michigan, and Western Wayne. At the Mid-Michigan District, Joe managed the Mt. Pleasant, Bay City, Saginaw, and Midland offices, covering eight counties and employing 40 staff. Joe joined MRS in 1984 as a counselor at the Mt. Pleasant office. He was promoted to services supervisor of the Mt. Pleasant office in 1994 and to manager of the Mid-Michigan District in 1998.



Andy Schor

Welcome to **Andy Schor**, new public information officer for the Office of Financial and Insurance Services (OFIS). Andy previously served as legislative/communications director for State Rep. Paul F. Condino. Prior to that, he served in that capacity for State Sen. Gary C. Peters. He also is an elected member of the Ingham County Board of Commissioners.

Michigan Rehabilitation Services (MRS) welcomed four counselors last month. **Mary Kehoe** has joined the Northern Michigan District and is located at MRS's Tawas location. Mary previously worked at the Iosco Regional Educational Service Agency as student services coordinator.

Jacob Russell is a new counselor at MRS's Detroit Milwaukee office. Jacob worked in law enforcement before entering the vocational rehabilitation field.

Vickie Alvarez-Gerding has joined the MRS Northern Michigan District and is stationed in Cadillac. Vickie's background includes professional positions with Michigan Works!, Northwestern Michigan College, an intermediate school district and the Co-operative Extension Service.

In addition, MRS welcomed back **Dennis Mahoney**, who has joined the Benton Harbor office. Dennis had worked for MRS for more than 25 years. For the past two years, he was the special populations coordinator at Lake Michigan College.

The Consultation, Education and Training (CET) Division of MIOSHA welcomes **Jim Dykes** as the new CET construction consultant for the Upper Peninsula and northern Lower Peninsula. Jim had been a safety officer for three years in the Construction Safety & Health Enforcement Division.



Tracy Cormier

Congratulations to **Chris Robison**, who has recently been promoted to a secretarial position in the Appeals Division of the Michigan Occupational Safety & Health Administration (MIOSHA). Chris's primary responsibilities will be preparing settlement agreements and scheduling formal hearings.

Congratulations to **Eric Waters** in the Construction Safety and Health Division, MIOSHA, who has been reallocated to the senior safety officer position. Eric began his employment with MIOSHA in August 2001 and has served as a field officer in Wayne County.

Welcome to **Tracy Cormier**, who has joined the Unemployment Insurance Agency as a field auditor in the agency's Employer Compliance area. He will be performing audits of employer records for the unemployment insurance program and will be based in western Michigan. Tracy comes to state government with a financial background.

Valentine's Day Package Getting Readied for Troops

Julie Chrysler of Internal Audit is collecting items from DLEG staff for a Valentine's Day care package to be delivered in mid-February to U.S. troops in Iraq and to those who have been wounded and are recuperating at Walter Reed Medical Center.

Among the items needed by our deployed troops are magazines, granola bars and other healthy snacks, foot powder, flavored instant coffee, AA batteries, disposable cameras, calf-length

black socks and fleece blankets. Those at Walter Reed need toiletries, T-shirts, boxer briefs, gym shorts, pajamas, robes and weightlifting gloves. Valentine's Day cards and candy will also be appreciated. For a complete list and to donate items, contact Julie at jachrys@michigan.gov or (517) 373-6370.

Thanks for helping to support our troops!

Professional Activities

Suzanne Howell, manager of Michigan Rehabilitation Services' Eastern Michigan District, received the Center of Strength Award at the Career Alliance/Workforce Development Board's annual meeting Nov. 18 in Flint. The award recognizes the importance and magnitude of the recipient's contributions to the degree that, if the contributions did not exist, a significant void would exist in the community.

In presenting the award to Suzanne, Board Chair **Mike Zelle** said, "Throughout her career, Suzanne has been a strong advocate on behalf of persons with disabilities and for ensuring quality vocational programming to assist individuals in achieving their vocational goals. Suzanne has established many programs for persons with disabilities during her career in our community. She continues to demonstrate a strong belief in the Flint community and what our community is doing." Congratulations, Suzanne!

For an excellent example of resourcefulness, talk to the staff at the Jackson office of Michigan Rehabilitation Services (MRS). **Kimberlie Sherman**, a "blended" staff person from the Ann Arbor Center for Independent Living, did an "amazing job of gathering similar benefits to help cover the costs of an electric wheelchair," said MRS District Manager **Andrea Tolle**.

The following was related by **Jean McCullough**, a counselor at the MRS Jackson office: "The collaboration between Kimberlie and the consumer is commendable! Kim located funds available from nonprofit organizations throughout the U.S. She then worked with the consumer to have applications and information returned in a timely manner. The consumer and his family organized an event that raised additional monies. He was also successful in having his story in the local paper. The different agencies/companies/individuals were mentioned, giving credit where credit was due. When the case was opened, at first glance it looked like traditional resources would be used," Jean said. "As an agency that strives to spend each dollar wisely, the ability of Kim and the consumer to secure the money needed to purchase his electric wheelchair from resources outside of MRS is a lesson for us all."

Dorr Warner, manager of the MRS Jackson office, added a postscript, saying, "The consumer's cost request to MRS for an electric wheelchair was \$12,241. Kim was able to secure funding in the amount of \$21,391 from the United Way, Lions of Michigan Service Foundation, Disability Connections, G.O.A.L.S., Inc., the Bryon Riesch Paralysis Foundation, and the consumer's employer,

which conducted a fund raiser. The consumer also donated \$500. After the cost of the wheelchair was covered, the balance of the donated money was distributed to G.O.A.L.S., Inc., for use for others in need."

Two agency directors within DLEG have been named to Gov. **Jennifer M. Granholm's** new Council for Labor and Economic Growth (CLEG), created by Executive Order 2004-36 on Dec. 7. **Patrick M. Cannon**, state director, Michigan Commission for the Blind and state coordinator for the Americans with Disabilities Act, and **Jaye N. Balthazar**, state director, Michigan Rehabilitation Services, will serve on this business-led council, which replaces the Michigan Workforce Investment Board. DLEG Director **David C. Hollister** will serve as an ex officio, voting member. The council's members include key leaders from business, labor, community colleges, universities, community-based organizations, local workforce boards, the K-12 educational community and government. The council will develop strategies to prepare Michigan's workers for the 21st century. (For the press release announcement of CLEG, go to <http://www.michigan.gov/gov/0,1607,7-168-23442-106005--,00.html>)

Employees of the **Michigan Public Service Commission** raised \$805 in December for the Old Newsboys Association's fund, which has provided boots and shoes for needy children in the Lansing area since 1924. Some of the contributors were from the Attorney General's Public Service Division, which has offices in the same building as MPSC. Congratulations on this generous amount!

Patty Cantú, director of the Office of Career and Technical Preparation, was one of the principal speakers at the citywide Professional Development Day held at Murray-Wright High School in Detroit Oct. 28. The conference theme was "Achieving Basic Competence through Career and Technical Education." Approximately 500 career and technical education staff members attended.

Jason Jefferson, financial institutions examiner and insurance investigator with the Office of Financial and Insurance Services, participated in a Surplus Lines Education Program in October, where he and representatives from 13 other states learned more about surplus and excess lines of insurance. The program was offered in Kansas City, Mo., through the National Association of Insurance Commissioners.



Cookie Buffet Has More Than Just Cookies



Jim Kremer, Media & Public Relations, was one of many DLEG employees with a penchant for sweets who plunked down cash for brownies, fudge, cookies and other confections at the Nov. 23 Cookie Buffet sponsored by the DLEG Fun Committee. Helen Simmerman, Finance & Administrative Services, was one of the “cashiers” during the day. A total of \$471 was collected and is being used to purchase items needed by our troops overseas.



Sue McMyler in Finance & Administrative Services donated sugar cookies with holiday themes and a dessert called “Dieter’s Downfall” (see recipe). Sue was the lucky baker who won the \$25 drawing held among those who donated the homemade baked goods.

Dieter’s Downfall

Melt 1 stick margarine or butter plus 2 tablespoons in a 9" X 13" pan. Sprinkle over evenly:
1 cup graham cracker crumbs
1 cup chocolate chips
1 cup coconut
1 cup butterscotch chips
1 cup nuts
Drizzle 1 cup of sweetened condensed milk over all.
Bake at 350 for 30 minutes.
Let set until cool.
Cut into squares.



Your Decorations Are Delightful

Employees of the Michigan Economic Development Corporation (MEDC) wish to express their gratitude to MEDC’s Facilities Management staff, who each year decorate the MEDC building at 300 N. Washington Square, Lansing. Posing in front of the tree they adorned this past December are, standing, l. to r.: Rick Dolio, managing director; Josh Heusinkveld, Mail Services; Bob Schaar, Facilities supervisor; and seated, l. to r.: Paulette Helmbold, customer support assistant; Michelle Locher, customer support assistant; and Connie Arnold, Facilities coordinator.

Redundancy Is Essential

By Martin D. Alexander, CHS-III

Marty Alexander, Enforcement Division District Supervisor of the Liquor Control Commission in Lansing, holds a Level III Certification in Homeland Security from the American College of Forensic Examiners International.

When something we depend on fails, we're often out of luck unless there's a back-up system to quickly replace the loss. How important that is depends on what's at stake and what it means to us. A power failure that causes the lights to go out during an operation means one thing to a surgeon, but something quite different to a burglar working at night.

A system failure, such as a power outage, actually has two consequences. The first consequence from the failure will directly curtail a functional activity by leaving things undone, incomplete or postponed. It usually creates an initial time loss while people contemplate the event to assess the problem and develop solutions.

The second, indirect consequence is the "domino effect," where others downstream are affected by your system's failure. For example, envision that a power outage occurs at your office. You need electricity to operate the computer in which your data and reports are stored and generated. Without electricity, the information you could have produced by your report cannot now be completed and passed on to the next people in line. Your problem has become their problem, at least in part.

Redundancy occurs when two or more people or things perform the same function at the same time. Dictionaries define redundancy as "superfluity or excess, unnecessary repetition, duplication" and redundant as "exceeding what is necessary, superfluous, needlessly repetitive." I maintain that redundancy is essential to minimize disruption.

Redundancy is actually commonplace. For example, there is more than one door to a house in case one is blocked or inoperable. And, there is often more than one locking mechanism to each

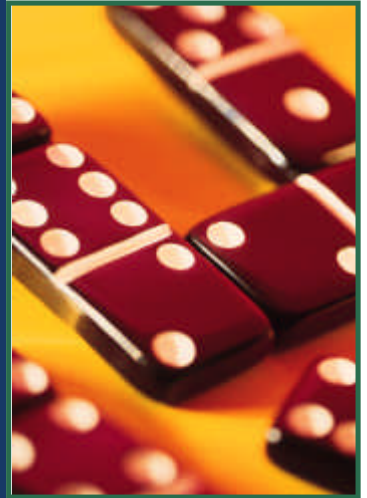
door (key and dead-bolt) in case one is compromised. Bottled water offsets the loss of tap water (remember that with no electricity, well water is not available). Multiple light bulbs illuminate a room in case one burns out, and we use flashlights and candles in case they all burn out.

We also work redundancy into our daily plans to be careful. Some may have emergency cash on hand in case banks or credit unions close; a credit or debit card as a back-up to cash on hand; a supply of fresh, frozen and canned food at home; an extra set of house or car keys; a cellular phone and land-line phone; and both a furnace and a fireplace. At work, we have duplicate office equipment and cross training of personnel.

Building redundancy into a person's sphere of influence ensures continued operation in case of failure to the primary system. Simply put, redundancy reduces or eliminates inconvenience, disruption and work stoppage.

Before an emergency occurs, examine what types of redundancy are in place in your sphere of control to offset the possible loss of electricity, telephone service, transportation, and emergency services such as manpower and resources. As the first link in the homeland security chain, each person must ensure that his or her own house is in order. Once done, check your neighborhood and community to identify what improvements need to be done, just for that area, to keep you safe.

The person responsible for emergency management in your area should be identified. Contact that person and discuss methods to improve security your area, such as a neighborhood watch program. This is one good example of security redundancy, where many eyes contribute to the safety and security of a neighborhood.



Casual and Comfortable for a Cause

With a grand total of \$2,010 collected for our service men and women, Casual Wednesdays has undoubtedly been the most successful fund-raising activity to take place at DLEG. The program began Wednesday, Nov. 17, and lasted through Wednesday, Dec. 29. During the seven-week period, employees could donate \$2 each week for the privilege of wearing blue jeans on Wednesdays.





★ ★ ★ Top of Her Class ★ ★ ★

Congratulations to Airman 1st Class Jessica J. Mitchell, stepdaughter of Maurine Mitchell, Office of Policy & Legislative Affairs, who earned her first-class rank Dec. 10 after completing technical training in jet propulsion at Sheppard Air Force Base, Texas. Maurine is proud to report that Jessica graduated at the top of her class and was the only female!

Jessica's jet propulsion/mechanical knowledge now takes her to Okinawa, Japan. She

joined the U.S. Air Force in June 2004, completed her Basic Military Training at Lackland Air Force Base, Texas, in August 2004, and immediately began her technical training at Sheppard. She has enlisted for six years, most of which will be spent in Japan.

Jessica's training specialized in F-15 fighter jet engines. The F-15 jet is a dual-role fighter designed to perform air-to-air and air-to-ground missions.

Workers' Compensation Approves Indian Tribe for Self-Insurance

Michigan's workers' compensation program made history in November by approving, for the first time, self-insured status for a state Indian tribe.

On Nov. 29, the Workers' Compensation Agency (WCA) approved the Grand Traverse Band (GTB) of Ottawa and Chippewa Indians as a self-insured employer. The approval came after more than a year of negotiations with John Petoskey, the tribe's legal counsel.

Bruno Czyrka, WCA deputy director, worked with Assistant Attorneys General Rose Houk and Elaine Fischhoff to draft a formal eight-page agreement covering the tribe's voluntary assumption of all provisions of the Michigan Workers' Disability Compensation Act.

Michigan has 11 active Indian tribes. The state's gaming compact requires the tribes to provide their employees with workers' compensation and unemployment benefits comparable to those required by state law. Six of the 11 tribes have opted to provide their own workers' compensation benefit structure. Five tribes have elected to voluntarily participate in the state system, with four purchasing insurance policies to cover their liability.

The GTB of Ottawa and Chippewa Indians opted to become self-insured. These five tribes, however, have had to sign sovereign immunity waivers to participate in the state system. In other words, they cannot claim to be a sovereign nation and not subject to state law for the purposes of workers' compensation.

The GTB of Ottawa and Chippewa Indians has an interesting history that goes back to 1836, when the first of two treaties was signed with the U.S. government, leading to the establishment of the state of Michigan. The second treaty, signed in 1855, established a reservation for the tribe, which covered most of Leelanau County and part of Antrim County. After signing the second treaty, for unknown reasons, the tribe fell out of recognition with the federal government. Starting in 1934, the tribe reapplied for federal recognition under the Indian Reorganization Act. After several rejections, the federal government finally recognized the tribe in May 1980.

The newly recognized tribe drafted a constitution and formed a government under the Indian Reorganization Act. The GTB of Ottawa and Chippewa Indians owns and operates the Turtle Creek and Lake Leelanau casinos and recently purchased the Grand Traverse Resort and Spa.



Bruno Czyrka

Special Deliveries

Three in Boiler Division Recognized for Completing Cross Training

Congratulations to Dawn Smith, Mary Chadwick and Deb Jaquette, who were nominated by their supervisor, Lisa Rambo, Boiler Division, Bureau of Construction Codes & Fire Safety, to receive Special Deliveries from the Director.

Lisa said, "Dawn Smith, Mary Chadwick and Deb Jaquette accomplished the task of cross training in the Boiler Division. They were the first group of the division's administrative support staff to complete this task since the chief of the division mandated it in 1992. It is quite an accomplishment and shows that they work well as a team."



Celebrating the Special Deliveries are, l. to r., Lisa Rambo, Mary Chadwick, Deb Jaquette, Dawn Smith, and Henry Green, director, Bureau of Construction Codes & Fire Safety.

Maurine Mitchell Is There in Time of Need

Congratulations to Maurine Mitchell, secretary to the director, Office of Policy & Legislative Affairs, who was nominated for a Special Delivery from the Director by Alice Wood, a secretary in the Energy Office.

Alice wrote, "Mo has gone above and beyond the call of duty with regard to being a team member within an office. I say this because I am a fairly new employee to DLEG, so it is not like I have been here for years and developed a close relationship that comes with working together for years. In September my father was hospitalized and consequently died on Oct. 2. On Sept. 21 at four in the afternoon, I was called to the hospital, and from that point on I spent 24/7 there with my dad and family. I called in each morning to let the office know what was happening, and each day when I spoke with Mo, she always made sure that I received nothing but encouragement and confidence that I was where I belonged. She made sure that any work I needed to do was done and always relayed messages regarding my dad's condition to all my co-workers. On the evening of my father's death, I had called her home and left word on her answering machine. She called back later that night, discussed all the information

with me, and, upon hanging up, made phone calls to the entire staff letting them know. During visitation, before and after the services, and upon my return to work, Mo was always there to lend a hand or a shoulder whenever needed. After her notification, many co-workers were also there to support me during my loss. I had never felt so much compassion from so many co-workers at any time in my life, and I owe it all to Mo Mitchell. She has been a Godsend to me and made a very difficult time in my life go much easier. I could go on for hours on her contributions to our office, with the amount of time and work she puts in, and for all that she said and did during my loss."



Maurine Mitchell (center) with appreciative co-worker Alice Wood and Maurine's supervisor, Tom Martin, director of the Office of Policy & Legislative Affairs.

Stephanie Laney Cited as Role Model



Sharing in the moment with Stephanie Laney (second from left) are, l. to r., Ann Baker, director of the Corporation Division; Jodie Gillespie, Stephanie's supervisor; and Sunshine Lloyd, nominator.

Congratulations to Stephanie Laney, a lead worker in the Customer Service Section, Corporation Division, Bureau of Commercial Services, who was nominated for a Special Delivery from the Director by co-worker Sunshine Lloyd.

"Stephanie is extremely helpful and knowledgeable, answering numerous questions a day, never making the asker feel it is a bother or looking down on them for asking," said Sunshine. "She has a positive attitude while maintaining a constant professional demeanor. She is involved in many activities that are oriented to boost morale and make a pleasant work atmosphere. I see her take on additional work and projects without complaint. Stephanie is always available to assist anyone who is getting behind, effectively keeping the workflow moving. She is committed to customer service within the division and with external customers; we all know whom to go to when immediate results are needed. She is an excellent leader and trainer. I feel she is a role model for our entire department."

Carla Haynes Credited for Smooth Transition



Congratulating Carla Haynes (second from right) on her Special Delivery are, l. to r., Bob Robertson; Patrick Cannon, director of the Michigan Commission for the Blind; and Sherri Heibeck.

Carla Haynes, executive secretary, Administrative Services Division, Michigan Commission for the Blind (MCB), was nominated for a Special Delivery from the Director by Bob Robertson, an MCB rehabilitation consultant, and Sherri Heibeck, a Department of Information Technology employee who works with MCB.

"Since MCB began the move from FIA to DLEG back in June," wrote Bob and Sherri, "Carla has taken the lead in making sure that many of the changes occurred as smoothly as possible. She has acted as the liaison between MCB and DLEG in the areas of procurement cards, state assignments, and phone card distributions, as well as taking on the primary responsibility for training MCB administrative support staff statewide on the data entry requirements for the MAIN system. While being a valuable resource for all staff during this transition period, she has continued to perform her regular duties as the executive secretary of the Administrative Services Division. Thanks to her willingness to help out and her contagious smile, the transition has been a lot less painful than it could have been for many of us. She is truly a 'special person' at MCB worthy of a Special Delivery from the Director."

Congratulations, Carla!

Blood Drive in Detroit

The Unemployment Insurance Agency in Detroit is holding a blood drive at Cadillac Place, Room L-500, from 9 a.m. to 3 p.m. on Thursday, Jan. 27. For more information or to make an appointment, contact Valerie Congdon at (313) 456-2145 or congdonvaleriea@michigan.gov.

Marcy Felice Considered Invaluable

Marcy Felice, liaison to the Department of Information Technology for the Bureau of Commercial Services, was recently nominated for a Special Delivery from the Director by Jeannine Benedict, a policy specialist for the bureau's Licensing Division.

Jeannine wrote, "Marcy is invaluable to all staff in the bureau. She is extremely busy with IT issues as the bureau's liaison with DIT, and is very knowledgeable not only about bureau IT needs, but many of its programs, due to her long-term experience with the bureau and her everyday contacts with everyone here. She is able to instruct managers and employees in the bureau about options available to them. She instructs division staff, corrects problems, and acts as a go-between with a calm assurance that anything is possible, even when it seems that it is not. She gets excited about trying new things with computers and showing people what our existing technology is capable of. Even though we run her ragged, she is always willing to help."

Congratulations, Marcy!



Helping Marcy Felice (center) celebrate her Special Delivery are Al Schefke, manager of the Office of Audit and Administrative Services, and Jeannine Benedict, who nominated Marcy for the award.

Lou Adams Personifies DLEG Values

Congratulations to Lou Adams, director of the Lansing District Office, Michigan Rehabilitation Services (MRS), who was nominated for a Special Delivery from the Director by MRS State Director Jaye N. Balthazar.

Jaye said, "Lou consistently displays leadership in developing and upholding department and agency values. He has been very active in reshaping Michigan workforce deliberations and MiRSA developments, had the First Gentleman address our leadership team, coordinates leadership and culture activities, and has led the Lansing District Office to greatly improved performance via focus on culture and excellence. He collaborated with the Michigan Works! Association for creative and effective programming. Overall, he personifies all of the department values everyday!"



Lou Adams accepts a Special Delivery from the Director from Jaye N. Balthazar, who nominated him for the award.

'Special Delivery from the Director'

I would like to nominate the following staff member to receive a 'Great Job' acknowledgement from Director *Hollister*

Name of Nominee	Classification of Nominee
Office/Bureau	Office Location
Submitted By	Telephone of Nominator

The reason I am nominating this person:

Bureau/Office Director

Date

Bureau/Office Director: Please sign and return to DLEG Media & Public Relations, Ottawa Bldg., 4th Floor, Lansing 48909 - Fax: 517-241-1580

Sharon Zeien Has Special Way of Handling Situations



Sharon Zeien was feted by her co-workers Dec. 16 when she was presented with a Special Delivery from the Director.

Congratulations to Sharon Zeien, an executive secretary in the Bureau of Workforce Programs, who was nominated for a Special Delivery from the Director by co-workers Teri McNea and Maxine Ryan.

“We feel that Sharon is an exceptional state employee, one who continually goes above and beyond what is expected of her, not for any kind of recognition, but because of the kind of person she is,” wrote Teri and Maxine. “If there is a task to be

done, she is the first one to jump in and take care of it. Sharon is extremely knowledgeable about her job and the agency. She makes herself available to assist any of her co-workers whenever needed, never giving you the feeling that you might be interrupting her. Sharon is well liked by ALL of her co-workers. Sharon deserves special recognition for all of her hard work and extra efforts, dependability, kindness, and her special way of handling each and every situation she is faced with in a most professional and courteous manner.”

Linda Williamson Makes Temps Feel Welcome



Congratulating Linda Williamson (center) are Makia Coleman (left), who is Linda's supervisor, and Administrative Law Judge Lisa Dahlquist.

Congratulations to Linda Williamson, legal secretary to Administrative Law Judge Lisa Dahlquist, Bureau of Hearings, who was nominated for a Special Delivery from the Director by temporary co-worker Sheila Miller-Lathrop.

Sheila wrote, “I recently had the honor to work with Linda Williamson as a temporary legal secretary for Administrative Law Judge Susan Woodrow. While everyone in the office was great to work with, Linda went out of her way to show me the ropes of the position. She was very patient and didn't mind answering all my questions. Sometimes as a temp worker, I haven't been treated as part of the team on assignments, but Linda made working there a great experience!”

Linda's supervisor Makia Coleman presented her with the award, noting how much she appreciates Linda. Judge Dahlquist also commented on Linda's hard work and conscientiousness.

Patty Curtis Praised for Organizational Skills



Patty Curtis is congratulated by Deputy Director David Plawecki (left) and Craig Petersen.

Congratulations to Patty Curtis, a departmental analyst with the Workers' Compensation Agency, who was nominated for a Special Delivery from the Director by Interim Director Craig Petersen.

Craig recounted why Patty was so deserving of this award: “The entire Workers' Compensation Appellate Commission staff was relocated into the Ottawa building. In addition, the mediator and magistrate staff was moved from Okemos to the Ottawa building during the same time period. While this project was going on, it was decided to consolidate and close several Workers' Compensation Agency offices. Battle Creek was closed with contested case files transferred to Kalamazoo. Muskegon was closed and consolidated with Grand Rapids, and Ann Arbor was closed with contested case files transferred to Detroit. In all, over 20 staff people were affected and over 2,000 files had to be moved along with the furniture and equipment. It was Patty's organizational skills that allowed this to happen without any disruption in the workflow. She is knowledgeable about workstation and office designs. Patty was also dedicated and committed to this project and worked a lot of early and late hours to make sure the project was a success.”

DLEG “Angels” Help to Make Christmas Merrier for Kids

The posters on the fourth floor of the Ottawa building read, “Be an Angel ... Take an Angel.”

Some 75 DLEG employees responded to this request by participating in the “Giving Tree” project last month in which they took an “angel” tag bearing a child’s name, gender, age and gift request and purchased that gift for the child.

“Many of the tags just asked for socks and that type of thing, very basic items,” said Lori Porubsky, one of the organizers. “Our generous participants almost always provided more than requested, attaching a toy or something in addition to the requested item. It was very heartwarming to see their thoughtfulness.”

From teddy bears to pajamas and from Barbie dolls to shoes, the unwrapped gifts were delivered Dec. 17 to St. Vincent Home in Lansing, which sponsors the annual holiday gift-giving project for needy children. This is the third year DLEG staff have participated.



After the 75 angel tags were quickly taken by DLEG employees, the gifts began piling up by pillars C4 and C5 on the fourth floor of the Ottawa building. Karin Eirosius (left) and Lori Porubsky, both with Purchasing & Grant Services, Finance & Administrative Services, took the lead in organizing the gift-giving project.

MIOSHA Staff Open Their Hearts

Employees in the Michigan Occupational Safety & Health Administration (MIOSHA) exhibited their warm heartedness during the holiday season by ensuring that a Lansing family of seven would have a traditional Christmas.

Andrea Stolicker, a student assistant, took the lead by contacting the Salvation Army for a referral. “This was the second time for us,”

Andrea said. “Last year we had such a great turnout that I decided to give it another shot.”

MIOSHA held a bake sale to raise funds for the family, and staff also brought in gifts for the five children, ages 5 (twins), 12, 13 and 15. In addition, the family was provided with a Christmas dinner. “This family seems to be very thankful,” Andrea said.

“Adopted” Family of Four Celebrates Christmas Thanks to DLEG Employees

A down-on-its luck Lansing family that had just moved to Michigan from Georgia enjoyed a very merry Christmas thanks to the generosity and goodwill of employees in DLEG’s Energy Office and Office of Policy & Legislative Affairs. Alice Wood, an Energy Office secretary, initiated the gift drive for the “adopted” family, identified for her by the Salvation Army.

The family — a mom and her three children, ages 1, 3 and 11 — was provided with toys, clothing, food, household items, and even a fully decorated Christmas tree. The family members also received stockings with their names on them, filled with additional gifts.



Alice Wood was pleased with the outpouring of gifts for the adopted family. “In addition to the gifts, staff donated money that we used to purchase a ham and a supermarket gift certificate for the family’s Christmas Day dinner,” she said.

We Get Letters ... and E-Mails!



Marlene Bukoski, education administrator, Office of Financial & Insurance Services (OFIS), received this note from a representative of the Schechter Financial Group: "I spoke with you earlier today concerning my boss's continuing education credits. I just wanted to take a moment to thank you for your wonderful customer service. You were completely informed and very patiently answered all of my questions. It was a pleasure to speak with you!" Marlene was also the recipient of this note from a vendor who processes many continuing education credit hours for Michigan Insurance Producers on behalf of OFIS: "With all the craziness of the providers and courses, it's just great to know that you and I can work well together to resolve issues. To me, that's a great feeling to be able to work well with others outside of your work environment!"

Jim Farhat, a document examiner with the Corporation Division, Commercial Services, was complimented by a customer who wrote to Jim's manager, **Jim Lotoszinski**: "I would like to extend my thanks and appreciation for the exceptional work and support your staff has been providing us with and especially Mr. Jim Farhat. He has helped us in many instances, resolving many outstanding issues in a courteous and timely manner. My staff and I would like to thank you for having someone like Jim."

Jim Lotoszinski himself was praised in this note from a customer sent to **Ann Baker**, director of the Corporation Division: "Just wanted you to know that one of your supervisors, Jim Lotoszinski, did my firm a huge favor today — he took a Certificate of Merger, processed it and gave it expedited treatment. This was a huge (no, very huge) merger for us. And, Jim did us a huge (no, very huge) favor. Thank you and please thank Jim for us as well."

Rita Burnett, Licensing Division, Commercial Services, was commended by a member of the Board of Collection Practices after the member received an electronic copy of meeting minutes. She said: "Thank you, Rita, for these minutes. What a great job you do! This is a lot of dialogue to compile and organize. Thank you for your timely follow up."

Kit Murphy, assistant to **Ann Baker**, Corporation Division, was thanked by a customer: "I would like to take the time to thank you for your help and assistance in this matter. Thank you for going out of your way to assist me in meeting my time constraints. The special attention you provided to expeditiously produce my request is greatly appreciated."

Susan Williams, investigator for the Detroit Regional Office, Commercial Services, received this compliment sent to her supervisor, **Shannon Bush**:

"We are writing to commend employee Susan Williams. The Gallery College of Beauty recently expanded. Naturally, an expansion brings confusion and delays, complicated by deadlines. We appreciated the cooperation of Ms. Williams and your department for all the assistance provided. Her timeliness and guidelines assisted us in meeting our deadlines and making things simple."

Suzanne Jolicoeur, Licensing administrator for the Board of Accountancy, Commercial Services, presented information about CPA licensing to the Michigan Accountancy Foundation Educators Symposium this past fall. The foundation's secretary followed up with these thanks: "I just wanted to send a personal note thanking you again for speaking at the MAF Educators Symposium last week. The 140 attendees, representing 46 colleges/universities in Michigan, rated the Symposium very highly. Many educators told me that they enjoyed your presentation. Thanks for making the 2004 Educators Symposium a success."

Licensing Administrator **Joe Campbell** in Commercial Services presented information to the Annual Grower and Farmworker Conference about the new Immigration Clerical Assistant listing legislation, along with the bill's sponsor, Rep. **Steve Toboeman**. The meeting organizer sent the following note: "Just a quick note of thanks for your wonderful presentation last Friday! An initial look at the evaluations indicated that your panel presentation was very well received. I, too, thought the panel was as good as I've seen and I was lucky to be associated with it. Thanks for taking the plunge and I look forward to our next meeting!"

A dentist at the North Oakland Dental Center called **Carrie Taube's** supervisor in the General Industry Safety & Health Division, Michigan Occupational Safety & Health Administration (MIOSHA), to indicate how impressed he was with Carrie during her inspection of the dental office. He said he wanted to let the agency know that he appreciated how Carrie handled herself during a compliance investigation. He stated: "Carrie was kind, patient, knowledgeable, helpful, and humane during the inspection."

Metal Exchange Corporation sent this thank you to **Linda Long**, CET Division, MIOSHA: "Thank you for taking your time to speak to our group. Your comments were thought provoking and I do know that your intrinsic terminology was part of ours in our meeting on Thursday."

Tom Swindlehurst and **Barry Simmonds**, both with MIOSHA's CET Division, and **Dan Maki**, Construction Safety & Health Division, presented at a seminar for Northern Michigan Public Service

[More] Letters ... and E-Mails!

Academy in Marquette. Their topic was “MIOSHA Self-Assessment — Are You Ready?” Kudos were forthcoming from Mary Kay Smock, NMPSA coordinator, as she indicated an 80 percent excellent rating from the audience for both presenters and materials.

Rick Talton, a counselor at Michigan Rehabilitation Services’ (MRS) Detroit Grand River office, received this letter: “When I first came to MRS seeking help, I was feeling very rejected and depressed. I had been searching for work, yet because of my recent release from a correctional facility, I was unsuccessful in locating employment. The extra time you took to encourage me and to find an employment and training program that really cares about people was inspiring. Your dedication to your clients, especially me, was noted in how you evaluated my total situation and made the appropriate referrals. Your assistance in the areas of clothing, transportation, training, and moral support has been invaluable. You are truly one of the dedicated professionals who take pride in providing quality service. I cannot thank you enough for all your assistance.”

A client of MRS who has started a small business sent this letter to **Darnell Anderson**, a counselor at MRS’s Wayne office: “When I first started working with your organization, I didn’t know what to expect in regard to the type, if any, of assistance you would be able to offer me in forming a small business. After working with you and your associates over the past year, I have come to realize that your goal to assist people in getting back to work is only a part of what you do. I believe the biggest thing that you do is give people hope! I know that at times I had lost all hope in getting my small business started because of the lack of funds or the support of an organization such as yours. There are a lot of organizations out there that make a lot of promises to people to help them, but they fail to deliver. Your organization is not like all the other ones. You people deliver what you promise! Getting back to work has given me a feeling of pride once again, and I thank you and everyone at MRS for that.”

This letter was sent to the Bay City office of MRS, complimenting Counselor **Paul Kuehl**: “I was always treated with the utmost respect. I thank you for everything you did for me. When I walked into Paul’s office, I knew exactly what I wanted and needed and he was able to help. I graduated in April of 2004 with a GPA of 3.54 and started working on May 17. I love my job. Paul is a very understanding and helpful person

and empathetic. I know he will be successful in helping others as he has me.”

Kavita Kale, a counselor at MRS’s Flint office, received this letter: “I can’t thank you enough for the wonderful opportunity you gave me in helping me obtain the scholarship to attend the Michigan Rehabilitation Conference. It was very informational, educational and just plain fun. I enjoyed spending time with others who fight their disabilities daily to overcome what God has given us and yet we must continue to go on. This helps me when I feel like giving up, and I met some wonderful people. Not to mention you have been there whenever I have needed you to help me focus and it has been many times. It seems you always try to understand my thoughts and help me sort them when I can’t make sense of them myself ... This is hard for me trying to build a new career with little education and only knowing the restaurant business, which I truly love but know I can’t do anymore ... I just wanted to thank you and all who are involved behind the scenes.”

Kimberly Harvey, a disabled veterans outreach worker, Customer Service Division, Workforce Programs, Flint, received this letter from a veteran: “I will be so ever grateful to you for your kindness and supportive services you made available to me while seeking employment. You will be forever remembered and appreciated in my life. Recently, because of your letting me know about VA health assistance, I was able to get a semi-physical [which indicated a possible health problem]. Whatever the case may be or turn out to be, I know all will work out just fine. If I had not met you, I would never have caught this matter in time or before it became worse ... I believe I’ll be going back to school in January to complete schooling to be a teacher’s assistant.”

This letter was sent to **Carrie Headworth**, an employment service interviewer with Project M.O.V.E., Customer Service Division, Workforce Programs: “You may not remember me, but I wrote a letter a few months back needing information about job assistance and apprenticeship training. Without a doubt, you went beyond any level I expected. The information was and is just what I needed. I thank you for your time and your help, as well as your speedy reply ... I have just over two years left on my sentence, at which time I will be released and not have the restrictions of parole. I still plan to get into an apprenticeship program once I am free and clear of this place.”





Register Now for Governor's Conference on Career Education

"Michigan's 3 Rs: Rigor, Relevance & Reform" is the theme of the 2005 Governor's Conference on Career Education, to be held Feb. 13-15 at the Detroit Marriott Renaissance Center. This annual event, sponsored by DLEG's Career Education Programs, is Michigan's largest career education conference. More than 80 breakout sessions will focus on curriculum development and partnerships involving business, education, parents and the community.

Director David C. Hollister will speak in the opening session about the findings of the Commission on Higher Education and Economic Growth, chaired by Lt. Governor John D. Cherry, Jr. Homer Hickam, best-selling author of several books, including *Rocket Boys* (made into the movie *October Sky*), will be the keynote speaker on day two. The Governor's Excellence in Practice Awards also will be presented to Michigan's

most successful career & technical education and tech prep programs.

Deb LaPine, director of Career Education Programs, will emcee the event. The conference planning committee includes co-chairs Joanne Mahony, Office of Career and Technical Preparation (OCTP), and Jeannie Vogel, Media & Public Relations; Donna Beltz, OCTP; Patty Cantú, OCTP; Saundra Carter, OCTP; Dianne Duthie, Office of Adult Education; Ron Harkness, Postsecondary Services; and Abigail Meyer, Bureau of Workforce Programs.

This is an excellent opportunity for those involved or interested in career education to come together to share ideas and best practices. For more information or to register online, go to <http://www.mccte.msu.edu>.

New Assignment Creates Temporary Changes at Detroit, Saginaw RICCs

One of the Unemployment Insurance Agency's (UIA) top six initiatives for this year is a system redesign project, in which UIA will create new adjudication, benefits and tax systems. These three systems are 20 years old and need to be completely redesigned to meet current workflow needs and rewritten using modern languages and tools.

A committee is already meeting to organize and plan the project. In addition, a core project team is being established with representatives from each of the affected areas. Gwen Spence, director of the Detroit Remote Initial Claims Center (RICC), will lead the UIA's Customer Service Bureau on the team.

Gwen's appointment will mean some temporary changes at the Detroit RICC. During the project, Saginaw RICC Director Bob Zaborowski will temporarily take on leadership of the Detroit RICC. At the Saginaw RICC, Operations Directors Joseph Stott and Donna Vogel will rotate responsibility for directing the Saginaw center.

The new assignments for Gwen and Bob will last until the end of the system redesign project.



Gwen Spence

New Operations Director Named for Detroit RICC

Janice Harlin has been named an operations director for the Unemployment Insurance Agency's Remote Initial Claims Center (RICC) in Detroit. Although Jan is relatively new to the agency, she has more than 12 years of management experience with IBM, including deploying and operating three call centers and developing a quality management program. The Detroit RICC has four operations directors. Each oversees five managers and their work groups consisting of 50 employees.



Janice Harlin

This Contest Was No Turkey!

Staff at the Unemployment Insurance Agency's Detroit Remote Initial Claims Center (RICC) stepped out of the box in coming up with a creative idea for encouraging staff to participate in the center's Thanksgiving food drive. RICC staff held a best-decorated food drive box contest.

All 20 teams at the center participated in the contest by decorating boxes in Thanksgiving themes. Team Rolls Royce won the top prize with a box designed to look like a turkey. For its effort, the team won a restaurant gift certificate for the whole team to enjoy. The team also received a first-place trophy with a turkey on top.

Team Porsche came in second with a box boat, while an honorable mention went to Team Kaiser with its turkey box. Team Porsche earned a turkey-topped trophy, while Team Kaiser received an award certificate and free skating passes.



Second-place Team Porsche included members Larrita Hargrove-Wright (first row); (second row, l. to r.) Renee Zenteno-Diaz, Gloria Tansil and Nancy Pickelhaupt; and (third row, l. to r.) Kahn Davison and Gerald Brown. Not pictured are Jackie Marlow, Erika Neal, Jermaine Rose, William Taylor and Roland Whitelow.

The boxes were judged by the center's social club, which dreamed up the contest and donated the contest prizes. Aside from the fun, the contest also helped several area families. Donations collected during the center's food drive allowed staff to supply four families, instead of two as originally planned, with three 32-gallon totes of food and a turkey. The families also received personal items, such as tissue, soap and laundry detergent.

Each year the Detroit RICC social club adopts families for the holidays. The goal is to provide the families with Thanksgiving and Christmas dinners and Christmas toys for the children. The food drive and other fund-raising events throughout the year help Detroit RICC staff share the spirit of the season with others.



First-place winner Team Rolls Royce included members (first row, l. to r.) Mary Jo Kaminski and Norma Mondragon; and (second row, l. to r.) Cheryl Newton, Samia McClain and Sumara Rambus. Not pictured are Julian Palm, Ebony Thomas, Maxine Evans, Maria Mordi, Diane Sherman and Tamika Foster.



Team Kaiser, which captured honorable mention, included members Wanda Hobson (holding certificate), and behind her, l. to r., Ron Romano and Joey Combs. On the left side are Jackie Moore, front, and Denae Chew, Patricia Jones and Monica Wahl in the second row, l. to r. Not pictured are Alicia Cooper, C.L. Flippen and Maha Kassid.

If You Have a Loved One in the Service ...

Posters featuring photographs of DLEG employees in the military and employee family members in the military are being designed by Graphic Artist Jim Kremer in Media & Public Relations. Please send photos, including name of individual, branch of service, name and job title of employee, and relationship to employee to: KremerJ@michigan.gov or to Jim at the Ottawa Building, 4th floor. Copies of the posters will be distributed throughout the department and made available to interested persons.

Cool Yule Cubes



Jennifer Farr won the cubicle-decorating contest with a traditional Christmas theme.

The holiday spirit was especially evident in the Ottawa building last month, when the DLEG Fun Committee sponsored a cubicle-decorating contest. Jennifer Farr in the Office of Human Resources took first place with a traditional theme of Santas, candy canes and snow.

Second-place winner was Alice Wood, Energy Office, and coming in third was Barb Parks, Internal Audit & Monitoring Division. The winners netted \$25, \$15 and \$10, respectively, for their festive festooning.

Serving as judges for the contest were Vicki Enright and Chris Rosborough, both in Workforce Programs, and Nadine Brown-Uddin, Finance & Administrative Services.

Tree-Decorating Contest Adds Extra Dash of Holiday Spirit



Karen Gagnon proudly shows off her winning tree.

Not content with just gaily decorated cubicles, the DLEG Fun Committee also sponsored a miniature tree-decorating contest last month, adding an extra dash of holiday spirit to the Ottawa building.

Employees served as “judges” by dropping coins and bills into the canisters next to their favorite trees. The money raised is being used for care packages for deployed U.S. troops.

Karen Gagnon with the Executive Office captured first place with a traditional green tree interwoven with strands of silver foliage and topped by a large silver star. A white-flocked tree with white doves — the bird of peace — netted second-place honors for Elaine Pohl, MES Board of Review. Pam Bauer, Office of Human Resources, came in third with a “support our troops” tree featuring miniature soldiers and an American flag.

The winners were awarded \$25, \$15 and \$10, respectively. In addition, Jennifer Farr, Office of Human Resources, and Alisande Henry, Executive Office, took fourth- and fifth-place honors, respectively, to win gingerbread houses that had been donated.



Miniature trees decorated in various themes graced the fourth floor lobby of the Ottawa building last month.